

## Liverpool John Moores University

Title: OPERATIONS MANAGEMENT  
Status: Definitive  
Code: **4021BUSCOM** (119490)  
Version Start Date: 01-04-2013

Owning School/Faculty: Liverpool Business School  
Teaching School/Faculty: Liverpool Business School

Team	Leader
Alex Douglas	Y

**Academic Level:** FHEQ4  
**Credit Value:** 24.00  
**Total Delivered Hours:** 78.00  
**Total Learning Hours:** 240  
**Private Study:** 162

### Delivery Options

Course typically offered: Standard Year Long

Component	Contact Hours
Lecture	26.000
Seminar	52.000

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	Essay	Individual 3,000 word case study coursework assignment.	50.0	
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### Aims

- 1. To introduce students to all aspects of operations management theory and practice in both services and manufacturing;*
- 2. To give students the skills to solve real world operations-related problems.*

### Learning Outcomes

After completing the module the student should be able to:

- LO 1 Select and apply operations management theories, models and tools to case study scenarios;
- LO 2 Select and apply suitable tools and techniques to solve operations-related problems.
- LO 3 Develop an Operations Strategy

### **Learning Outcomes of Assessments**

The assessment item list is assessed via the learning outcomes listed:

Essay	LO	LO
	1	2
Essay	LO	
	3	

### **Outline Syllabus**

1. *Basic operations management principles – systems and processes;*
2. *Developing an operations strategy;*
3. *Operations performance;*
4. *Service process design;*
5. *Manufacturing process design;*
6. *Choosing a location;*
7. *Choosing a layout;*
8. *Product and Service design;*
9. *Introduction to Quality management;*
10. *The 7 tools of quality control and improvement;*
11. *An introduction to Lean Principles;*
12. *An introduction to Six Sigma process improvement;*
13. *Variation and Statistical Process Control (SPC);*
14. *Operations scheduling;*
15. *Capacity management;*
16. *An Introduction to Inventory Management;*
17. *An introduction to supply chain management.*

### **Learning Activities**

Each session will involve a lecture followed by a tutorial where students will gain practice in the application of various operations management theories, models, tools and techniques.

Learning activities include video, games, experiments and case studies.

### **References**

<b>Course Material</b>	Book
<b>Author</b>	Hill, T
<b>Publishing Year</b>	2011
<b>Title</b>	Essentials of Operations Management
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Oxford University Press
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Greasley, A
<b>Publishing Year</b>	2009
<b>Title</b>	Operations Management
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	John Wiley and Sons, Chichester
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Heizer, J and Render, B
<b>Publishing Year</b>	2009
<b>Title</b>	Operations Management
<b>Subtitle</b>	
<b>Edition</b>	9th edition
<b>Publisher</b>	Pearson Education
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Jacobs, R, Chase, R B and Aquilano, N J
<b>Publishing Year</b>	2009
<b>Title</b>	Operations and Supply Management
<b>Subtitle</b>	
<b>Edition</b>	12th edition
<b>Publisher</b>	McGraw-Hill Education, Maidenhead
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Slack, N, Chambers, S and Johnston, R
<b>Publishing Year</b>	2009
<b>Title</b>	Operations Management
<b>Subtitle</b>	
<b>Edition</b>	6th edition
<b>Publisher</b>	Prentice Hall / Financial Times
<b>ISBN</b>	

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**Notes**

Operations management is about how organizations produce the everyday goods and services we all take for granted. It is a broad subject that encompasses process and technology management and design, product design, production planning and control, quality management, project management, supply chain management and inventory management. This module is designed to introduce you to the theory and practice of these areas many of which you can choose to study in more depth in levels 2 and 3 of your degree programme.